

GESD

Communication Matrix

April 2011

MEETINGS

| Communication Type | Stakeholders | Information | Delivery Method | Delivery Frequency | Primary POC |
|--|---|--|----------------------|---|--------------------------------|
| Project Review Team (PRT) Meeting | Customer PRT Representatives, GESD Project Control Office (PCO), other GESD representatives | Project status, project issues, communications issues, SPR and IR issues | Meeting | Quarterly | Project Control Office (PCO) |
| Customer Board (CB) Meeting | USDA and NFC Senior Management, elected Customer Representatives | Strategic initiatives, general program direction and priorities, standardization | Meeting | Quarterly | Client Management Branch (CMB) |
| Configuration Control Board Meeting (CCB) | GESD and other NFC stakeholders | Project schedule, project/release status, projects with exception conditions | Meeting | Bi-weekly, Thursday, second week of each pay period | PCO |
| Teleconference, ad hoc | Customer program managers, GESD software developers, Client Management Branch | Clarification of requirements, other project issues | Telephone Conference | As needed | CMB |

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INCOMING

| Communication Type | Stakeholders | Information | Delivery Method | Delivery Frequency | Primary POC |
|---|--|--|---|--------------------|-----------------|
| Software Change Request (SCR) and Strategic Value Assessment (SVA) Worksheet | Customer, PCO | Detailed description of requested change, weighted assessment score indicating strategic value to submitter's organization | Send email to: nfc.gesdrequest@usda.gov via Department/Agency authorized submitter | As needed | PCO |
| GESD Help Desks | Customers, GESD payroll/ personnel analysts | Payroll/personnel processing and data problems | Telephone/email See Help Desks – Who to call at: https://www.nfc.usda.gov | As needed | GESD Help Desks |
| Project Status Inquiry, General | Customer program managers, PCO, Customer Support | SCR status, SCR issues or questions <i>other than</i> request for expedited scheduling | Send email to PCO: nfc.gesdrequest@usda.gov Or CMB: customer.support@usda.gov | As needed | PCO |
| Request to Expedite New or Unscheduled SCR | Customers, PRT, PCO, CCB | Request to expedite implementation of SCR on initial submission or as yet unscheduled with justification for request | Send email to: nfc.gesdrequest@usda.gov | As needed | PCO |

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|---|---|--|--|--------------------|-----------------|
| Request to Expedite Scheduled SCR (change to release schedule) | Customers, PRT, PCO, CCB | Request to schedule SCR that has been placed on the release schedule with justification | Send email to PRT: PRTEAM@usda.gov | As needed | PRT |
| Teleconference, ad hoc | Customer program managers, GESD software developers, Client Management Branch | Clarification of requirements, other project issues | Send email request to: customer.support@usda.gov | As needed | CMB |
| Software Problem Report (SPR) | Customers, Help Desk, GESD Developers | Day-to-day payroll/personnel processing and data problems requiring programmer intervention (PPS system) | Remedy System Via Help Desk | As needed | GESD Help Desks |
| Incident Report (IR) | Customers, Help Desk, GESD Developers | Day-to-day EmpowHR processing and data problems requiring programmer intervention | Remedy System Via Help Desk | As needed | GESD Help Desks |

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OUTGOING

| Communication Type | Stakeholders | Information | Delivery Method | Delivery Frequency | Primary POC |
|---|---|--|---|---|-----------------|
| Acknowledgement of receipt and issuance of project tracking number | Submitter of SCR, internal GESD organizations | Project tracking number for SCR | Email | Receipt of SCR | PCO |
| SPR Aging Analysis and status | Customers via PRT | Currently active SPRs and recently closed SPRs with aging | PRT Reports | Biweekly | GESD Help Desks |
| IR Aging Analysis and status | Customers via PRT | Currently active IRs and recently closed IRs with aging | Email to PRT | Biweekly | GESD Help Desks |
| Status reports to the Project Review Team (PRT) | PRT Representatives, customer community | Notes/minutes from last CCB meeting, consolidated listings of scheduled, unscheduled, and closed SCRs; SPR and IR status and aging reports | Email to PRT | Bi-weekly, Tuesday, first week of each pay period | PCO |
| Release Schedule | PRT, NFC internal stakeholders | Key schedule tasks, dates and deadlines for 3 external releases in calendar year | Email to PRT, Customer Notice | Annual (June) for next calendar year | PCO |
| Community Impact FRD | PRT Representatives, GESD Systems Requirements Branch, GESD Human Resources Application Branch, GESD Project Control Office | Community impact FRDs for the major Release Schedules | Email to PRT Members, NFC home page, Email subscription | 3 Pay Periods before Release Schedule | PCO |
| Customer Bulletin | Customer community | Notice of system changes and impact on customers | Email to Customer POC's, NFC home page, Email | As needed | TCB |

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| | | | subscription | | |
| Customer Notice | Customers | Notice of system issues, upcoming events, planned system outages, and holiday information | NFC home page, Email subscription | As needed | CMB |
| Project Removal Letter | Customer, PCO | Notice of overdue signed FRD and/or IA resulting in potential removal of project from release | Email to customer Program or Financial POC as appropriate | 14 days prior to release lock down | PCO |
| EmpowHR Release Notes (Customer Bulletin) | Customer Community | Synopsis of changes included in release with impact | NFC home page, Email subscription | Per release (approximately 2 pay periods prior to release) | TCB |
| PPS Release Notes (Customer Bulletin) | Customer Community | Synopsis of changes included in release with impact | NFC home page, Email subscription | Per release (approximately 2 pay periods prior to release) | TCB |
| Teleconference, ad hoc | Customer program managers, GESD software developers, Client Management Branch | Clarification of requirements, other project issues | Telephone Conference | As needed | CMB |

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OTHER

| Communication Type | Stakeholders | Information | Delivery Method | Delivery Frequency | Primary POC |
|--|--------------|---|--|--------------------|-------------|
| Software Change Request Information and PRT Home Page | Customers | Instructions for SCR submission, access to PRT page with Timelines, Customer Resources, PRT meeting schedules, meeting notes and other materials. | NFC Home Page via Customer Support Link http://i2i.nfc.usda.gov/Customer_Support/Software_Change_Request.html | As needed | CMB |

Acronym Summary Table

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|------|---------------------------------------|
| GESD | Government Employee Services Division |
| PCO | Project Control Office |
| CMB | Client Management Branch |
| TCB | Training and Communication Branch |
| IR | Incident Report |
| SCR | Software Change Request |
| SPR | Software Problem Report |
| PRT | Project Review Team |
| CCB | Configuration Control Board |

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| CB | Customer Board |
|----|----------------|